

Little Traverse Bay Bands of Odawa Indians

Job Posting - REPOSTED



Job Title: Purchased/Referred Care Manager

Department: Health

Reports To: Assistant Health Director

Status: Exempt

Salary Level: \$44,953 - \$67,429 Annually

Level: C41

Opens: March 07, 2023

Closes: Until Filled

SUMMARY: The Purchased/Referred Care Manager is responsible for overseeing and managing all aspects of the Purchased/Referred Care program for the LTBB Health Department. Funds from these programs are used to provide critical medical services to Tribal Citizens and other eligible Native Americans. Provides excellent customer service and represents LTBB Health Department in a professional and positive manner.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provides excellent customer service to clients, vendors and fellow employees. Represents the LTBB Health Department in a professional and positive manner.
- Manage central registration office. Assures client administrative charts are complete, including insurance information.
- Manage Patient Benefits Specialist, ensuring alternative resources are explored for all clients.
- Ensure a wide network of preferred providers is available to provide services to LTBB clients by building and maintaining positive working relationships and negotiating favorable agreements with outside providers.
- Ensure provider bills for medical services are paid in a timely manner.
- Participate in managed care team to determine referral status for clients.
- Create policies and procedures to ensure consistency and uniformity in processes.
- Provide leadership and direction to staff, including assigning work, evaluating performance, coordinating schedules, and resolving any staff issues.
- Ensure training and development of staff by identifying training needs and establishing plans to meet both Tribal and individual objectives, within provided budget.
- Monitor and budget in cooperation with Health Director and Assistant Health Director. Ensure Purchased/Referred Care is operating efficiently and cost effectively, per Indian Health Service standards.
- Serve as RPMS CAC for RPMS packages related to Purchased/Referred Care.

- Provide reports and data to Assistant Health Director as requested. Provide support for special projects as requested
- Create and maintain positive working relationships with Bemidji Area Office staff and staff from other Tribes in Michigan and seek their professional input and support on relevant issues.
- Conduct behavior in a manner that is professional and courteous to all patients and staff at all times.
- Consistently portray a positive working attitude that fosters a pleasant working environment.
- All other duties as assigned.

EDUCATION AND EXPERIENCE: Bachelor's Degree in Business or Healthcare Administration required. Two years-experience serving in a supervisory capacity required. Knowledge of Indian Health Services funding and experience with the Native American population is preferred.

KNOWLEDGE, SKILLS AND ABILITIES: Must possess strong interpersonal and written and verbal communication skills. Be able to organize work and engage in a variety of tasks simultaneously with a high degree of initiative, accountability and independent judgment. Must have strong technical skills including data management, cost analysis, and quality improvement processes. Must be compassionate and have a high level of service for our clients and staff. Must have integrity; always doing the right thing. Must have team building skills; such as organizational and staff development.

SUPERVISORY RESPONSIBILITIES: Responsible for the management of the Purchased/Referred Care staff. Carries out supervisory responsibilities in accordance with the LTBB and departmental procedures and applicable laws.

COMMENTS

Indian preference will apply. Candidates must pass a comprehensive background investigation. Must have positive work history with previous employers, including LTBB. Individual must take a TB test and get annual influenza vaccination due to working in a healthcare environment. Must have reliable transportation and be insurable.